



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Marseilles Telephone Company of Marseilles Illinois, The**  
**for quarter ending March 31, 2016**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.98	3.99	3.90	3.96
B. Operator Answer Time - Information [730.510(a)(1)]	7.36	7.68	6.48	7.17
C. Repair Office Answer Time [730.510(b)(1)]	8.23	5.68	6.55	6.82
D. Business or Customer Service Answer Time [730.510(b)(1)]	8.23	5.68	6.55	6.82
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.89	1.55	0.72	1.05
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	8.00%	0.00%	4.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



**State of Illinois  
Illinois Commerce Commission  
Service Quality for Telecommunications Carriers  
Code Part 730.115  
Quarterly Filing**

---

**Marseilles Telephone Company of Marseilles Illinois, The  
for quarter ending March 31, 2016**